FIG. 1

REQUESTER COMPUTER I

MEMORY

10

| WEB BROWSER | 12 |

| OPERATING SYSTEM | 14 |

INTERFACE 16

PROCESSOR 18

END-PROVIDER COMPUTER II

MEMORY

20

| WEB BROWSER | 22 |

| OPERATING SYSTEM | 24 |

INTERFACE 26

PROCESSOR 28

INTERNET V

PROVIDER SERVER COMPUTER III

MEMORY

30

| WEB BROWSER | 32 |

| OPERATING SYSTEM | 34 |

INTERFACE 36

PROCESSOR 38

LEAD SERVICE COMPUTER IV

MEMORY

40

| WEB BROWSER | 42 |

| OPERATING SYSTEM | 44 |

PVM 47

DATABASE SERVER 45

INTERFACE 46

PROCESSOR 48

FIG. 2

END PROVIDER LOGS INTO
LEAD SYSTEM
— 50

END PROVIDER INSPECTS
REQUESTS QUEUE
REQUEST QUEUE
— 52

END PROVIDER INTERACTS
WITH REQUESTER
INTERACTION
— 54

REQUESTER IS
SATISFIED WITH
ANSWER
— 56

REROUTE/REJECT
THE REQUEST TO
OTHER PROVIDERS
— 58
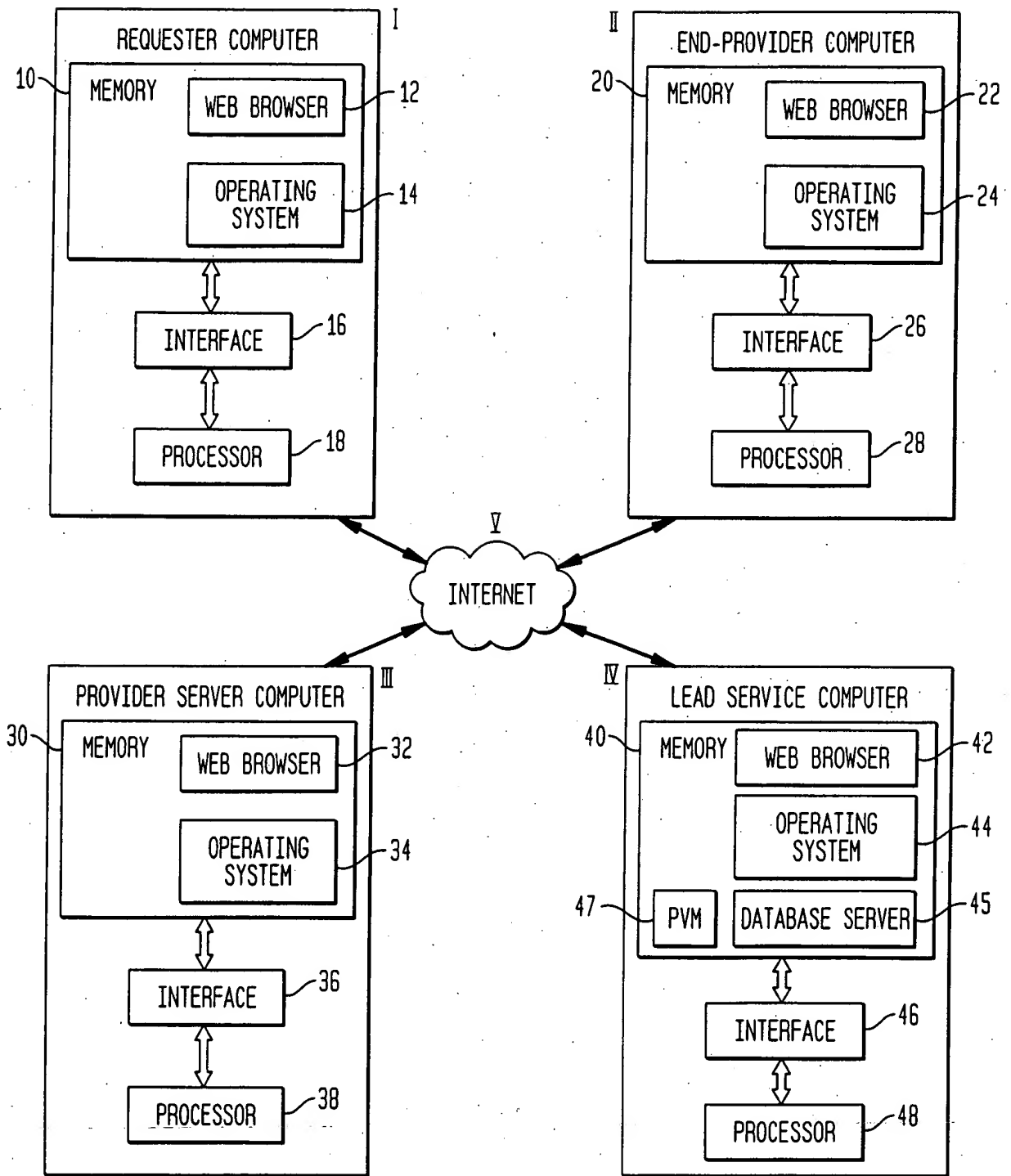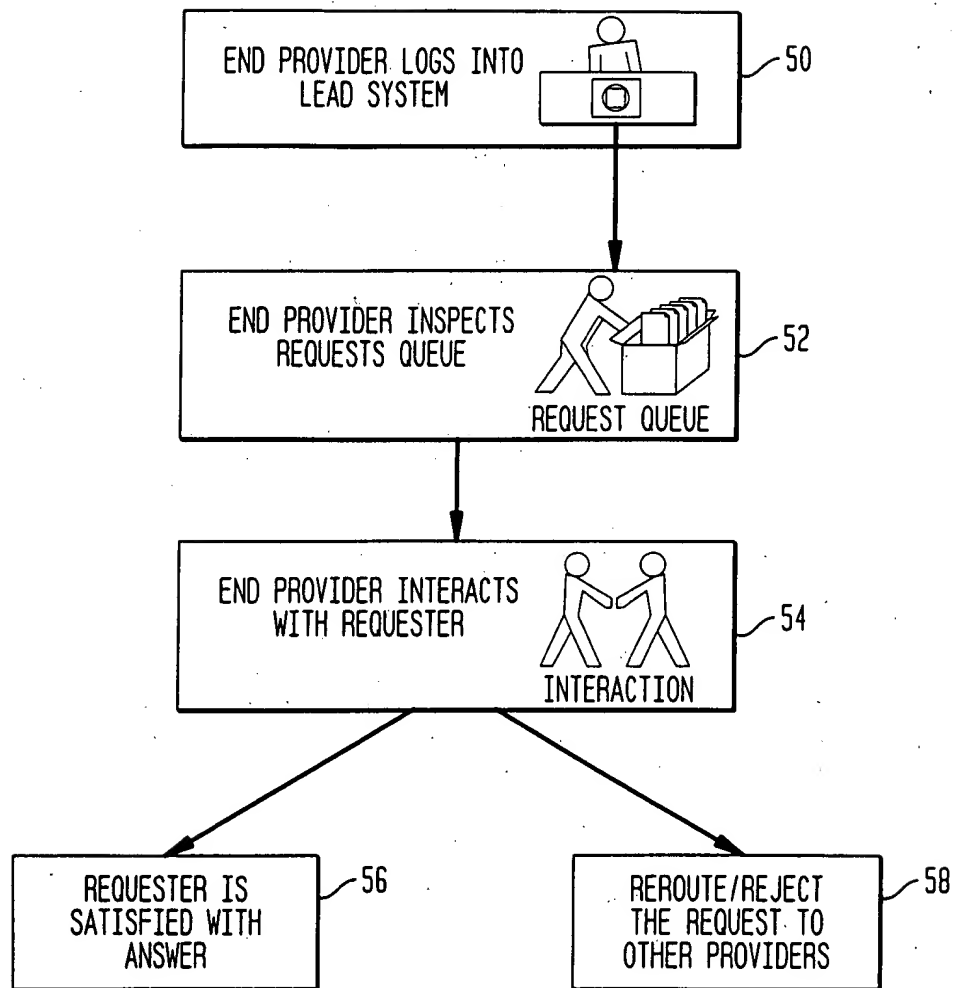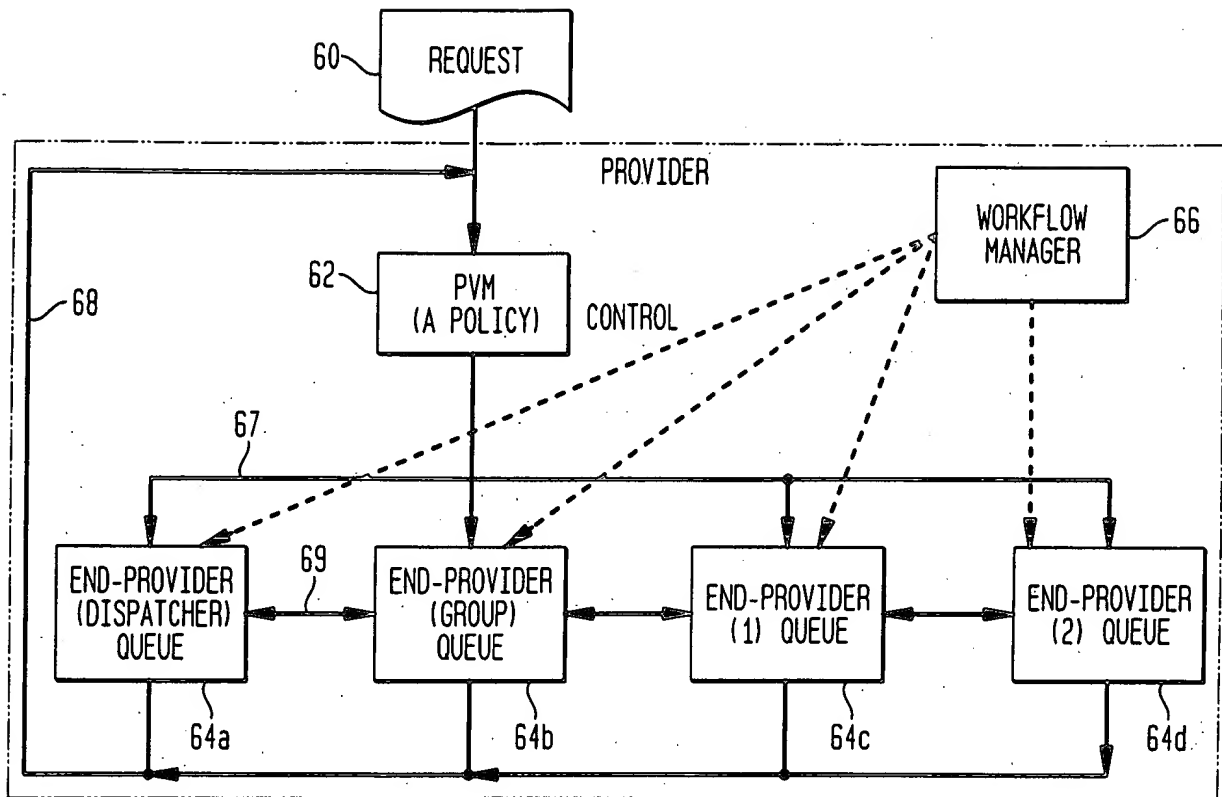
FIG. 3

PVM DECIDES WHICH QUEUE TO DELIVER THE REQUEST TO (67)
END-PROVIDER CAN DECIDE TO ACCEPT A REQUEST AND HANDLE IT, TO REJECT IT (68) OR TO
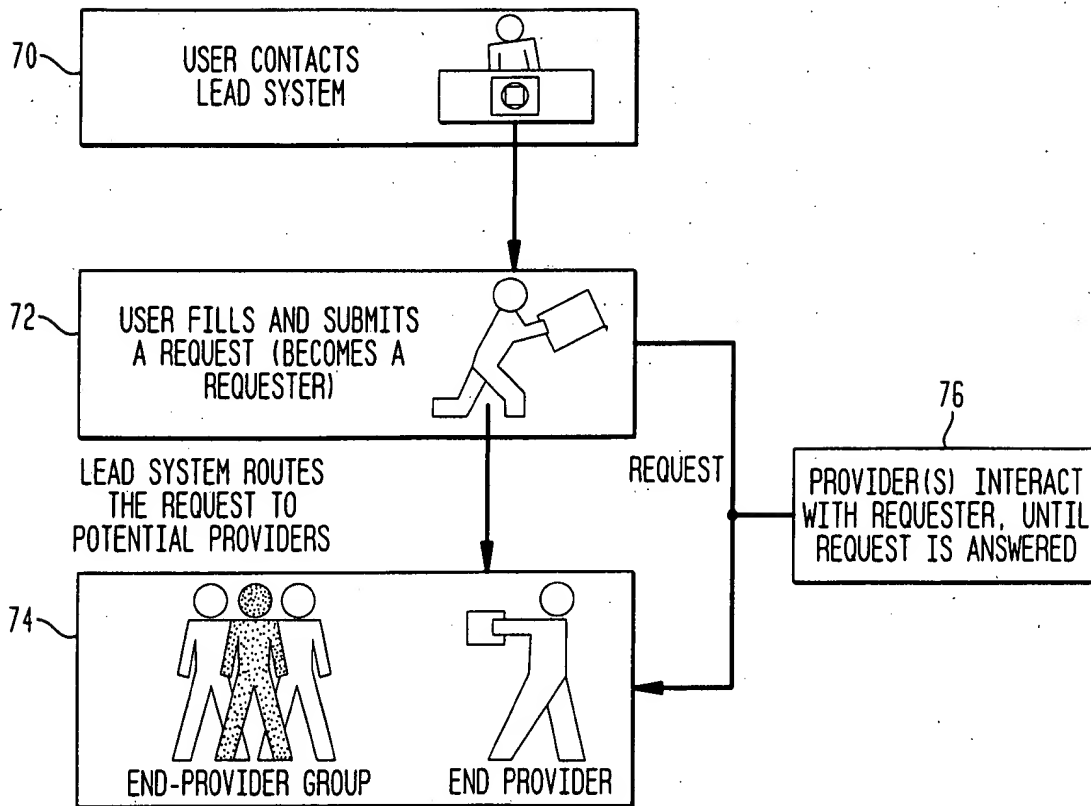MOVE A REQUEST TO ANOTHER END PROVIDER (69)

FIG. 4

70 — USER CONTACTS
LEAD SYSTEM

72 — USER FILLS AND SUBMITS
A REQUEST (BECOMES A
REQUESTER)

LEAD SYSTEM ROUTES
THE REQUEST TO
POTENTIAL PROVIDERS

REQUEST

76

PROVIDER(S) INTERACT
WITH REQUESTER, UNTIL
REQUEST IS ANSWERED

74 —

END-PROVIDER GROUP   END PROVIDER

FIG. 5

REQUEST ROUTING INSIDE ORGANIZATION

80 — WEB OF ORG A

POLICY DIRECT REQUEST TO A.
A CAN MOVE REQUEST
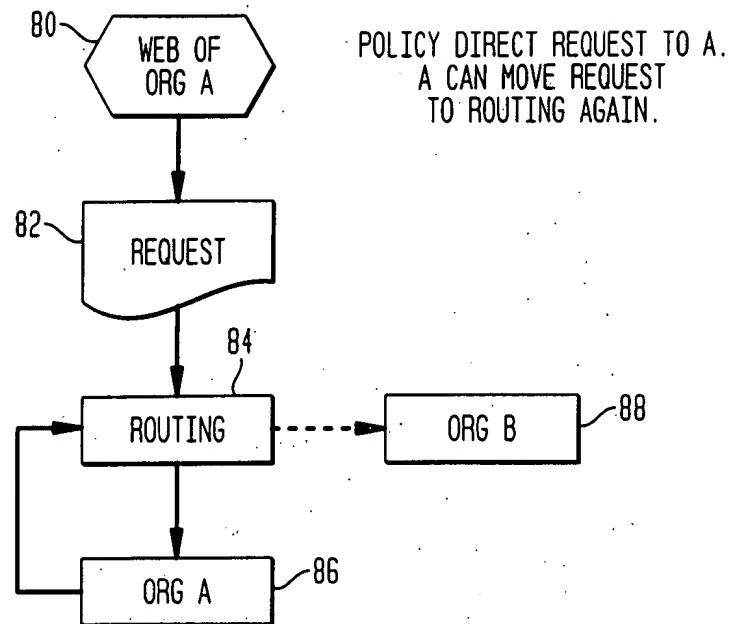TO ROUTING AGAIN.

82 — REQUEST

84 — ROUTING ---→ ORG B — 88

ORG A — 86

FIG. 6

REQUEST ROUTING
OUTSIDE ORGANIZATION

90 — WEB OF ORG A

91 — REQUEST

92

ROUTING (A)

ORG A

93

ORG B (PARTNER) — 94

ROUTING (B) — 95

WWW ROUTING — 97

96 — PARTNERS OF B

98 — OTHER ORGANIZATIONS CONNECTED TO A2K

POLICY DIRECTS REQUEST TO A BUSINESS PARTNER B.
OR
POLICY DIRECTS REQUEST TO A, BUT AFTERWARDS REDIRECT IT TO
A BUSINESS PARTNER B.

PROVIDER A CAN DECIDE WHETHER TO GIVE B THE
PERMISSION TO REROUTE REQUEST OR NOT.

ANY PROVIDER THAT HAS THE PERMISSION TO REROUTE CAN
SEND REQUEST TO THE WWW (A2K ROUTING).